



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McConnell et al.

Serial No.: 10/645,917

Filed: August 20, 2003

For: Method and System for Selecting a  
Preferred Contact Center Agent Based  
on Agent Proficiency and  
Performance and Contact Center State

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) Art Unit: 2855  
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) Confirmation No. 9581  
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INFORMATION DISCLOSURE STATEMENT

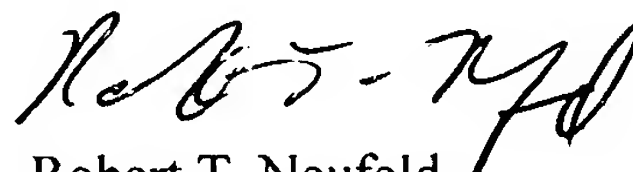
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Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

  
Robert T. Neufeld  
Reg. No. 48,394

King & Spalding LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, GA 30303  
404.572.4600  
K&S Docket: 07117.105015 US  
3625786

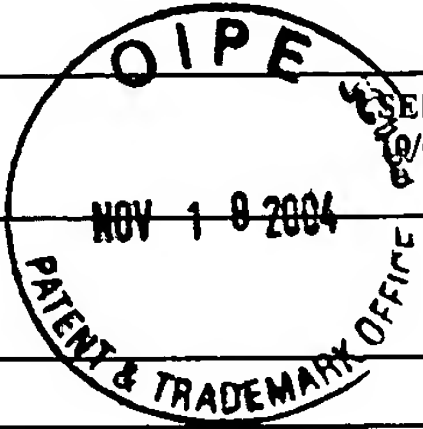
I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on November 17, 2004.

  
Robert T. Neufeld, Reg. No. 48,394

FORM PTO-1449, Adapted

# LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)



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SERIAL NO.  
0645,917

FILING DATE  
August 20, 2003

APPLICANT  
McConnell et al.

GROUP  
2855

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA						
AB						
AC						
AD						
AE						
AF						
AG						
AH						
AI						
AJ						
AK						
AL						
AM						

## FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
AN				
AO				

## OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AP	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
AQ	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.